

100

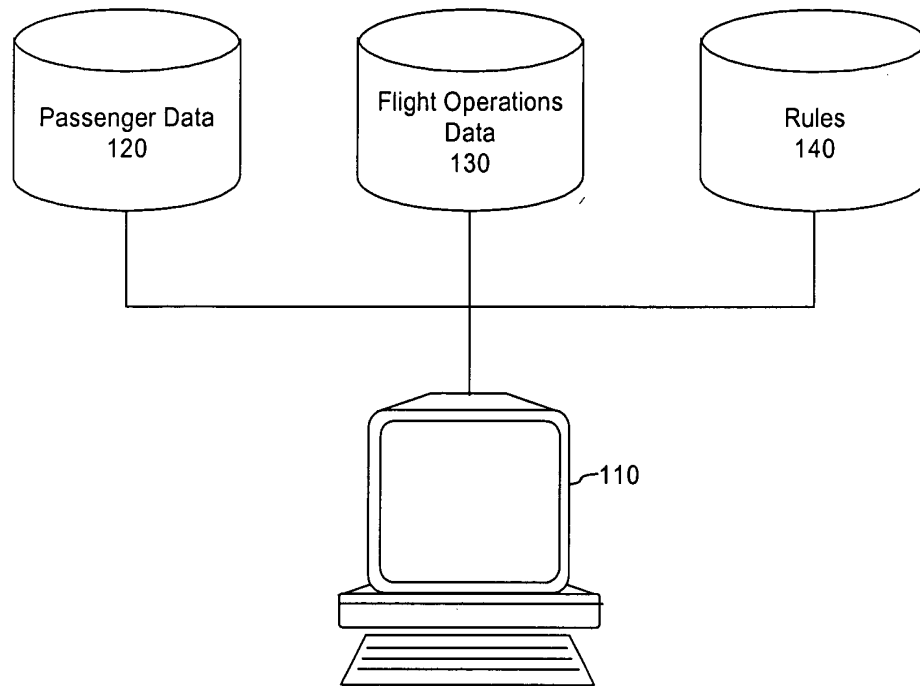


FIG. 1

200

| Flight No. | Minutes Delayed | Status | Connections Impacted | Destination Airport |
|-----------------------------|-----------------|------------------------|----------------------|---------------------|
| 927 | 0 | On Time | 0 | BNA |
| 1812 | 0 | On Time | 0 | MEM |
| 123 | 0 | CXL-Mechanical Failure | 47 | EWR |
| 1776 | 0 | On Time | 0 | PHX |
| Flight # 123 Summary | | | | |
| | | 1st Class | Coach | |
| Bookings | 12 | 124 | | |
| Rebooked | 10 | 110 | | |
| Unprotected | - | 14 | | |
| Recheck Status | | | | |
| Issued BP | 6 | 112 | | |
| Outstanding | 6 | 12 | | |

FIG. 2

300

Flight # 123 Summary

| Flight No. | Minutes Delayed | Status | Connections Impacted | Destination Airport |
|------------|-----------------|----------|----------------------|---------------------|
| 927 | 0 | Canceled | 47 | EWR |

305

| | 1st Class | Coach |
|----------------|-----------|-------|
| Bookings | 12 | 124 |
| Rebooked | 10 | 110 |
| Unprotected | - | 14 |
| Recheck Status | | |
| Issued BP | 6 | 112 |
| Outstanding | 6 | 12 |

210

| Protection | Passenger | Booking Status | Coupon Value | Final Destination | Frequent Flyer Status | Pax Value |
|------------|------------|-------------------|--------------|-------------------|-----------------------|-----------|
| Offline | Williams/A | Unbooked | \$450 | EWR | Silver | Low |
| Offline | Burch/K | Unbooked | \$450 | EWR | Gold | High |
| Online | Farnum/L | Unbooked | \$1800 | LAX | Gold | High |
| Online | Charles/R | Unbooked | \$323 | EWR | N/A | Low |
| Online | Smith/J | Unbooked | \$400 | SEA | FF | Med |
| Online | Smith/R | Unbooked | \$650 | EWR | Dmnd | High |
| Online | Jones/D | Self serve rebook | \$212 | DEN | Platinum | High |
| Online | White/K | Self serve rebook | \$390 | ORD | Gold | Med |
| Online | Black/F | Self serve rebook | \$400 | MCO | Platinum | High |
| Online | Sloan/T | Self serve rebook | \$212 | DEN | N/A | Low |
| Online | Tims/A | Self serve rebook | \$231 | LAX | FF | Med |

310

FIG. 3

400

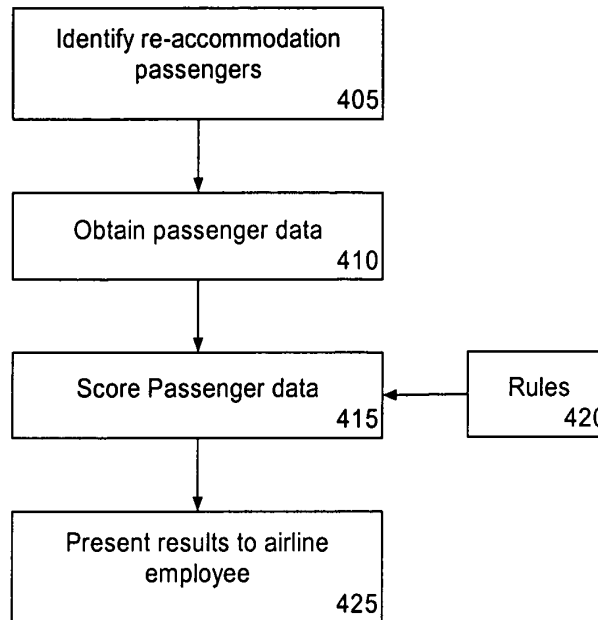


FIG. 4